

# California Relay Service

*The power to connect us all.*



**California  
Relay  
Service**

*The power to connect us all.*









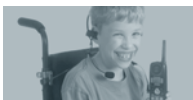

A Program of the California  
Public Utilities Commission

**A wide range of calling services** to link deaf, hard of hearing, and speech-disabled callers with hearing callers.



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# What is the California Relay Service (CRS)?



**California  
Relay  
Service**

*The power to connect us all.*

The California Relay Service (CRS) enables people who are deaf, hard of hearing, or speech-disabled to communicate by telephone.

Callers who are deaf or hard of hearing may use a TTY (a telecommunication device with keyboard and visual display) or other devices to communicate with hearing callers who use a standard voice telephone. Callers who are speech-disabled or impaired may also use specialized equipment to call.

In both cases, calls are placed through specially trained Relay Operators or Communications Assistants (RO/CA) who **relay** conversation as it takes place between the calling parties. The RO/CA reads the text of the TTY user, “re-voices” it to the hearing caller, and types the speech of the hearing caller to the TTY user. Likewise the RO/CA “re-voices” for the speech-disabled caller to the hearing caller.

There is no cost to use CRS, 24 hours a day, 7 days a week, as much as you want. You pay only the normal charge to make calls.

CRS is the California program fulfilling Federal mandates for the Telecommunications Relay Service.

## Who can use CRS?

Both TTY and voice callers may initiate and/or receive calls through CRS.

CRS is available in these languages:

- English
- Spanish
- English to Spanish / Spanish to English
- ASL (American Sign Language) to English

Not available in other languages at this time.

## What about confidentiality and ethics?

Federal and state regulations specify very strict confidentiality requirements for the RO/CAs of all relay services. No part of the conversation that takes place between the callers is revealed or recorded in written, verbal, or any other form. RO/CAs do not participate in the conversation and acquire no benefit from information relayed.

## New Choices. New Connections. New Technology.

### 711 Choice

711 is the number to reach relay services nationwide. When you dial 711 in California you will reach one of our providers.

Sprint, Nordia, and MCI each provide all English and Spanish Relay and Speech To Speech Services. They compete to serve you.

You can be automatically routed to the service provider of your choice when you call 711! Simply register your 711 Choice. It's free.

Complete a 711 Choice form by phone (call Customer Service of your preferred CRS provider) or register online at [www.ddtp.org](http://www.ddtp.org). Then when you call 711, your calls will be automatically routed to your chosen language, type of communication, and/or provider.

## You can register your 711 Choices.

Register with one of these providers:



*The power to connect us all.*

[www.ddtp.org](http://www.ddtp.org)



**Sprint CRS customer service**

TTY, Voice, & Speech To Speech  
users: 1-800-676-3777

[www.sprint-crs.com](http://www.sprint-crs.com)



**MCI CRS customer service**

TTY users: 1-800-735-0193

Voice & Speech To Speech

users: 1-800-735-0373

<http://globalrelay.mci.com/>



**Nordia CRS customer service**

TTY, Voice, & Speech To Speech

users: 1-866-734-2833

[www.myrelay.com](http://www.myrelay.com)

## Set up your 711 Choice. It's free and easy.

Enjoy the convenience of having your calls automatically routed to your choice of service provider, language, and type of communication, when you call 711.

**1. Your phone number (required).** If you make CRS calls from more than one phone number, register your 711 Choices for each number separately.

**2. Your name (optional).**

**3. At least one (or both) of the following (required).**

**a:** Preferred relay provider (choose one): Nordia, Sprint, MCI, or No preference

**b:** Type of communication to use (choose one): TTY, Voice, Hearing Carry Over (HCO), Voice Carry Over (VCO), Speech To Speech (STS), ASCII, or No preference

**4. Language (optional):**

English or Spanish

After you've registered for 711 Choice, you can make changes by visiting our website at [www.ddtp.org](http://www.ddtp.org)

## Calling from a TTY

Relay Operator or  
Communications Assistant

**“GA” is important. Find out why  
on page 30.**

1. TTY users dial 711 or a CRS provider’s TTY number. (See telephone numbers on page 28.)
2. The Relay Operator or Communications Assistant (RO/CA) of Sprint, MCI, or Nordia will answer by stating ID number and gender (F/M) in text.
3. Give the RO/CA the area code and telephone number you wish to call.
4. When the person being called answers, the RO/CA will start explaining how to use this service and then begin relaying the call followed by GA.
5. When you are finished with your call, type “BYE SK.” You may either instruct the RO/CA to make another call or hang up your telephone/TTY.

\* see glossary on page 30

A person using a  
standard telephone

Example:

RO/CA: “CRS [VENDOR] 0001F GA”\*

Example:

TTY Caller: “HELLO, PLEASE CALL [phone number] GA”

A person using a  
standard telephone

## Calling to a TTY

Relay Operator or  
Communications Assistant

1. Using a standard telephone (voice or hearing) dial 711 or a CRS provider’s voice number. (See telephone numbers on page 28.)
2. The RO/CA will answer by voice and state ID number.
3. Give the RO/CA the area code and telephone number you wish to call.

Example:

RO/CA: “CALIFORNIA RELAY [VENDOR] OPERATOR 0001 MAY I HAVE THE NUMBER TO CALL?”

Example:

A person using a standard telephone: “PLEASE CALL [phone number] GO AHEAD”

4. When the person with the TTY answers, the RO/CA will begin relaying the call by speaking what the TTY user types.
5. When you are finished with your call, say “BYE, SK.” You may either instruct the RO/CA to make another call or hang up your telephone.



# Voice Carry Over (VCO) Call

If you use a TTY due to hearing loss and prefer to use your own voice rather than type, VCO allows you to speak, but still receive responses in text on your TTY display.

**VCO calls require use of a TTY and telephone or VCO telephone.**

- 1.** VCO users dial 711 or your CRS provider's TTY or VCO number.  
(See telephone numbers on page 28.)
- 2.** The Relay Operator or Communications Assistant (RO/CA) of Nordia, Sprint, or MCI will answer by stating ID number and gender (F/M) in text.

**Example:**

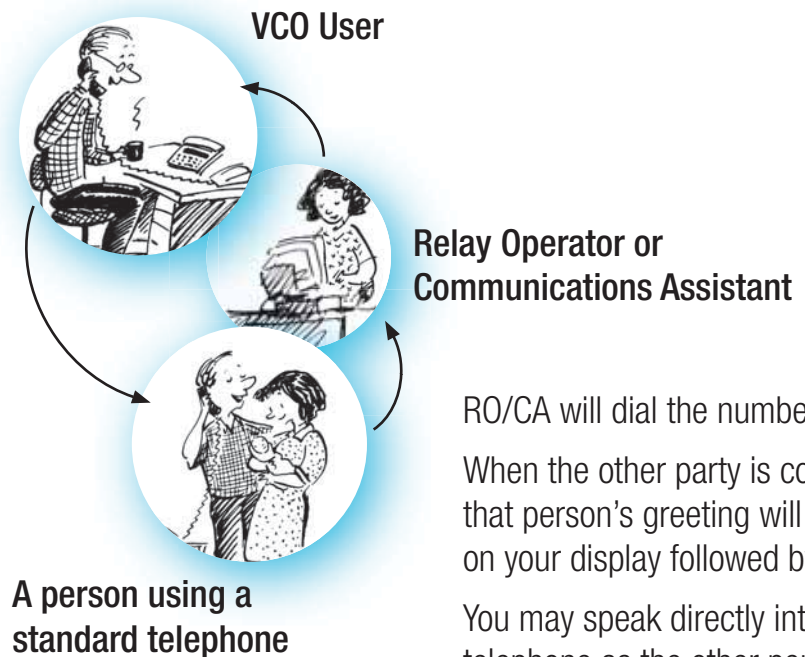
**RO/CA: "CRS VENDOR 0001F GA"\***

- 3.** Inform the RO/CA that you will be using VCO. (This step is not necessary if you register your 711 Choice.)

**Example:**

**VCO user types: VCO PLEASE, GA**

- 4.** Tell the Relay Operator or Communications Assistant (RO/CA) the number you wish to call; the



RO/CA will dial the number.

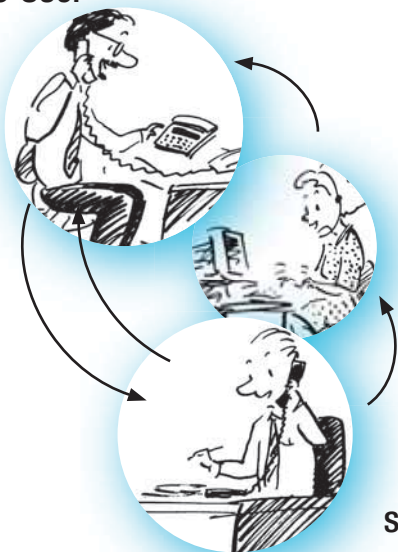
When the other party is connected, that person's greeting will appear on your display followed by, "GA."

You may speak directly into the telephone as the other person will be listening to your voice. Remember to say "GO AHEAD" or "GA" when it is the other person's turn to speak.

- 5.** Everything spoken by the other person will be typed to you by the RO/CA and will appear on your display.
- 6.** When you are finished, say "BYE SK." You may either instruct the RO/CA to make another call or hang up your phone and turn off your TTY.

\* see glossary on page 30

## Two-Line VCO User



## Two-Line Voice Carry Over (VCO) Call

Relay Operator or  
Communications Assistant

**TWO-LINE VCO Calls require the use  
of a TTY and an amplified telephone.**

A person using a  
standard telephone

If you have residual hearing, you may find Two-Line VCO useful. While using Two-Line VCO, you may be able to hear part of what the hearing party is saying while you are reading the TTY text.

In order to use Two-Line VCO you must have two separate telephone lines and have access to the three-way calling feature through your local telephone provider. (Contact your carrier because three-way calling service is required.)

### How it works:

- 1.** VCO users dial 711 or your CRS provider's TTY number from your TTY telephone and type to the Relay Operator or Communications Assistant (RO/CA) that you will be making a Two-Line VCO call. (See telephone numbers on page 28.)
- 2.** Tell the RO/CA to dial the number of your voice telephone line.

### Example:

**VCO user: "TWO-LINE VCO, PLEASE CALL MY VOICE LINE  
AT [phone number], GA."\***

- 3.** Answer the voice phone and tell the RO/CA to type only what the other party says.
- 4.** While the RO/CA is still on the line, make the 3-Way Call from the voice phone to the other party:
  - a.** Press and release the hang-up button or the FLASH button to put the RO/CA on hold.
  - b.** Wait for approximately 2-3 seconds.
  - c.** Dial the number of the hearing party.
  - d.** Bring the RO/CA who is on hold back into the conversation. (By pressing the hang-up button or the FLASH button for one second, all three of you should be connected.)
- 5.** During the telephone call, speak directly to the other person; the other person responds directly to you. The RO/CA listens in on the conversation and types what the hearing person is saying.

\* see glossary on page 30

## Voice Carry Over to Voice Carry Over Call (VCO to VCO)

If you use VCO, you may call someone who also uses VCO.

**VCO calls require use of a TTY and telephone or VCO telephone.**

- 1.** VCO users dial 711 or your CRS provider's TTY or VCO number.  
(See telephone numbers on page 28.)
- 2.** The Relay Operator or Communications Assistant (RO/CA) of Sprint, MCI, or Nordia will answer by stating ID number and gender (F/M) in text.
- 3.** Inform the RO/CA that you will be calling VCO to VCO.

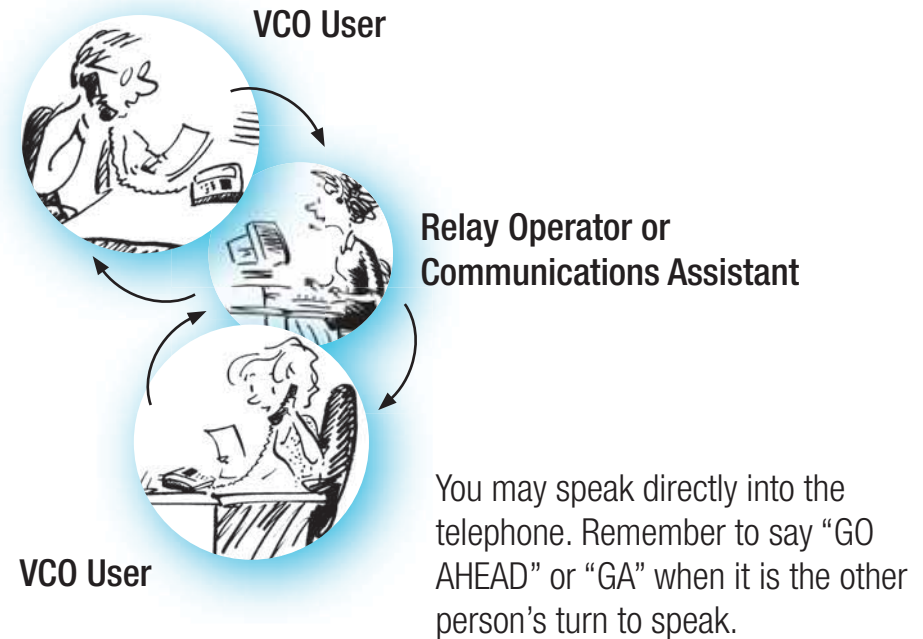
**Example:**

**RO/CA: "CRS [VENDOR] 0001F GA"\***

**Example:**

**VCO user: "VCO to VCO PLEASE, GA"**

Inform the RO/CA the number you wish to call. When the other party is connected, that person's greeting will appear on your display followed by "GA."



- 4.** Everything spoken by the other person will be typed to you by the RO/CA and will appear on your display.
- 5.** When you are finished, say "BYE SK." You may either instruct the RO/CA to make another call or hang up your phone and turn off your TTY.

\* see glossary on page 30



## Voice Carry Over (VCO) to TTY and TTY to Voice Carry Over Call (VCO)

If you use VCO, you may call someone who uses a TTY.

If you use a TTY, you may call someone who uses VCO.

**VCO calls require use of a TTY and telephone or VCO telephone.**

- 1.** VCO and TTY users dial 711 or your CRS provider's TTY number or VCO number for VCO users. (See telephone numbers on page 28.)
- 2.** The Relay Operator or Communications Assistant (RO/CA) of MCI, Nordia, or Sprint will answer by stating ID number and gender (F/M) in text.

**Example:**

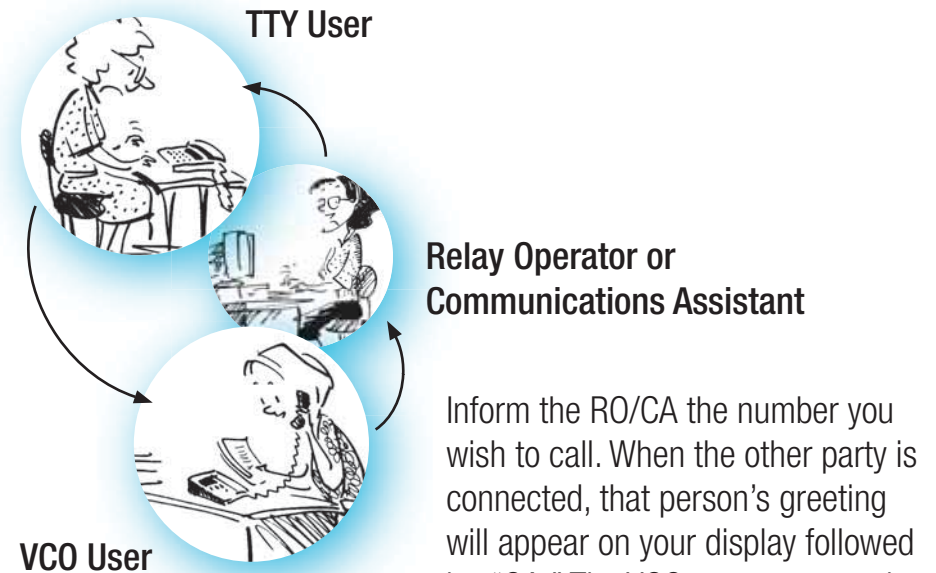
**RO/CA: "CRS [VENDOR] 0001F GA"\***

- 3.** Inform the RO/CA that you will be calling VCO to TTY (or TTY to VCO).

**Example:**

**VCO user types: "VCO to TTY PLEASE, GA"**

**(TTY user types: "TTY to VCO PLEASE, GA")**



Inform the RO/CA the number you wish to call. When the other party is connected, that person's greeting will appear on your display followed by, "GA." The VCO user may speak directly on the telephone. Remember to say "GO AHEAD" or "GA" when it is the other person's turn to speak. The RO/CA will type everything the VCO user says to the TTY user.

- 4.** Everything typed by the TTY user will appear on the VCO display. When you are finished, say "BYE SK." You may either instruct the RO/CA to make another call or hang up your phone, and turn off your TTY.

\* See glossary on page 30.

# Hearing Carry Over Call (HCO)

If you can hear on your telephone, but need to type on a TTY instead of speaking, you may wish to use HCO.

**HCO calls require use of TTY and telephone.**

1. HCO users dial 711 or your CRS provider's TTY number. (See telephone numbers on page 28.)
2. The Relay Operator or Communications Assistant (RO/CA) of Sprint, Nordia, or MCI will answer by stating ID number and gender (F/M) in text.

**Example:**

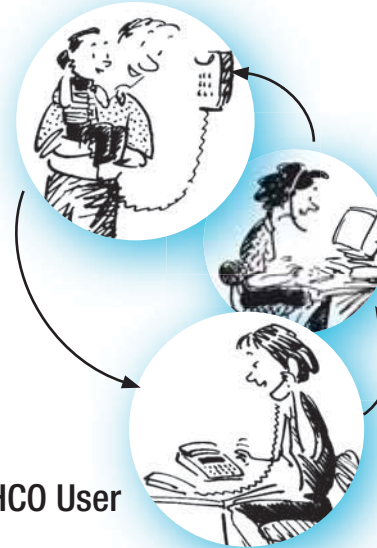
**RO/CA: "CRS [VENDOR] 0001F GA"\***

**Example:**

**HCO user types: "HCO PLEASE CALL [phone number], GA"**

(This step is not necessary if you register your 711 Choice.)

A person using a standard telephone



**Relay Operator or Communications Assistant**

**HCO User**

**Example:**

**RO/CA: "HCO ON, GO AHEAD"**

4. The RO/CA will call your telephone and verbally acknowledge that HCO is being used.
5. Type the number you wish to call and type "GA." The RO/CA will dial the number. The RO/CA will speak to the other person what you type. When you are finished typing, you may listen on the phone. The other party will be speaking directly to you on the phone. The RO/CA will speak all of your responses to the other party. Remember to type GA when it is the other person's turn to speak.
6. When you are finished, type "BYE SK." You may either instruct the RO/CA to make another call or hang up your phone.

\* see glossary on page 30

# Computer ASCII\* Call

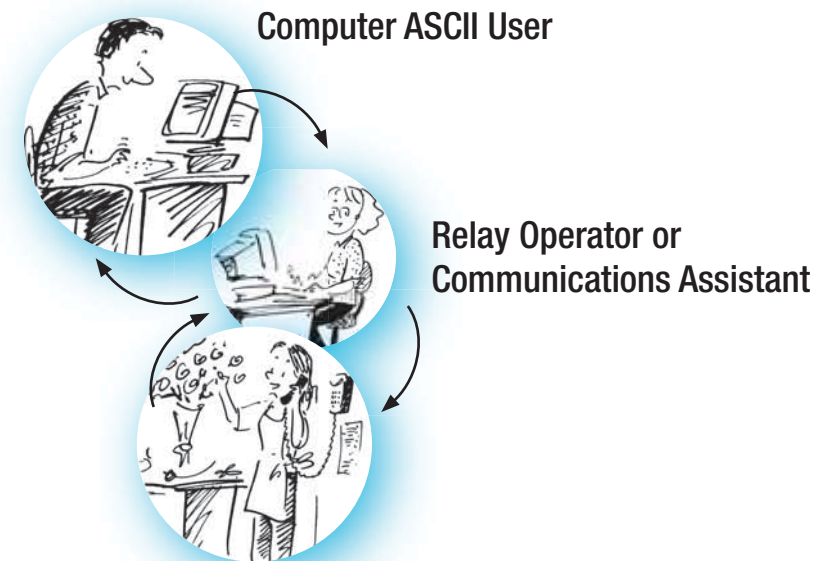
1. When making calls using ASCII\*, the phone receiver cannot be picked up or the connection will break. If your telephone service has the “call waiting” feature, it must be temporarily turned off prior to making your call through ASCII. (Check with your local telephone service provider for “call waiting” instructions.)

Computer users dial your CRS providers ASCII number using your telecommunications software with the prescribed settings. (See telephone numbers on page 28.)

**For Computer settings, see last section of this brochure.**

After dialing the CRS provider, wait at least 1 ½ minutes for the computer to connect before the RO/CA answers.

It may be helpful to set your “timeout” to 100 seconds.



**A person using a standard telephone**

**Example:**

**RO/CA: “CRS [VENDOR] 0001F GA”\***

**Example:**

**ASCII Caller: “PLEASE CALL [phone number], GA”**

2. The Relay Operator or Communications Assistant (RO/CA) will answer by stating ID number and gender (F/M) in text.
3. Give the RO/CA the area code and telephone number you wish to call.
4. When the person being called answers, the RO/CA will start relaying the call by typing what the person says.
5. When you are finished with your call, type “BYE SK.” You may either instruct the RO/CA to make another call or hang up.

\* see glossary on page 30

## Speech To Speech (STS) Call

This service is provided for individuals with speech disabilities and/or those who have difficulty being understood on the telephone. The Relay Operator or Communications Assistant (RO/CA) is trained to listen carefully and voice what is spoken to the other party. Calls may be initiated by either the Speech To Speech user or voice user.

1. Speech To Speech caller dials 711 and requests STS or calls the provider's STS number. (See telephone numbers on page 28). (This step is not necessary if you register your 711 Choice, just dial 711.)
2. The Relay Operator or Communications Assistant (RO/CA) of MCI, Nordia, or Sprint will answer by stating ID number and gender (F/M) in text.
3. Give the RO/CA the area code and number you wish to call.

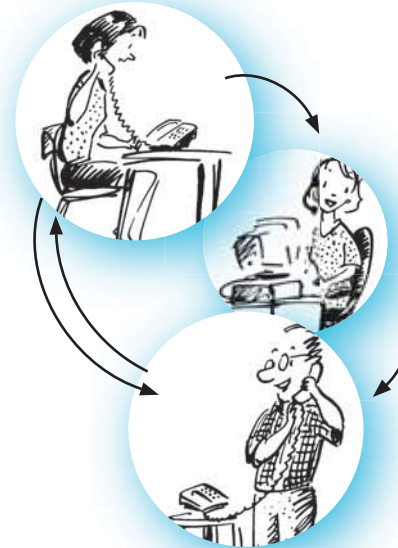
**Example:**

**RO/CA: "CALIFORNIA STS [VENDOR] OPERATOR 0001"\***

**Example:**

**STS user using a standard telephone or specialized equipment:**  
**"PLEASE CALL [phone number]"**

### Speech To Speech User

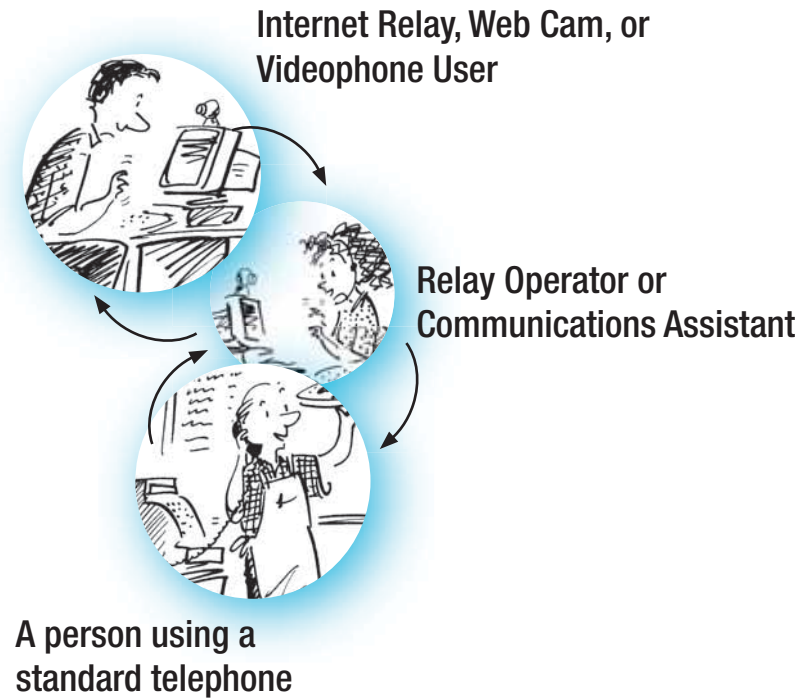


### Voice Caller

4. The RO/CA will voice what you say to the other person. The other person will be speaking directly to you.  
**NOTE:** You may instruct the RO/CA to voice only the parts of the call the other party does not understand.
5. When you are finished with your call, you may either instruct the RO/CA to make another call or hang up your phone.

\* see glossary for helpful CRS terms on page 30

## Internet Relay and Video Relay Service Calls



### Internet Relay

Another option for connecting people who are deaf or hard of hearing with hearing callers is to use the Internet. Customers go to one of the three relay vendors' websites and place their relay calls from there. For more information go to:

**Sprint:** [www.sprint-crs.com](http://www.sprint-crs.com)

**MCI:** <http://globalrelay.mci.com/>

**Nordia:** [www.myrelay.com](http://www.myrelay.com)

Internet Relay and Video Relay Service are both federally-funded services.

### Video Relay Service

Video Relay Service (VRS) connects people who are deaf or hard of hearing with hearing callers. Deaf or hard of hearing callers communicate through American Sign Language (ASL) or another method via their own video equipment and high-speed Internet connection. Callers go to one of the three relay vendors' websites to place their video relay calls. Internet relay callers voice or type their calls via the vendor websites.

For more information go to:  
[www.ddtp.org](http://www.ddtp.org)



## CRS Customer Preference Details

You can let CRS know exactly how you want your calls handled. CRS will link your preferences to your telephone number. In doing so, all calls to CRS from your telephone number will be handled according to your preference(s) automatically. (See page 4 for general 711 Choice information.)

Check with your relay provider to set up one or more of the following preferred options:

- Request that the call not be announced as a relay call or change how the call is to be announced.
- Set up your calls for VCO or HCO, or two-line VCO.
- Ask that your local and long distance calls be billed to your carrier of choice (see “Carrier of Choice” below).
- Pre-specify other preferences in how your conversations are conveyed (for example, requesting the Relay Operator or Communications Assistant (RO/CA) to describe background noises or type at a different speed).
- Request a male or female RO/CA.
- Check with your CRS provider for any additional caller preference options not listed here.

### Carrier of Choice

Choose your preferred telephone service provider or “carrier of choice” for your toll and long distance calls. You must inform the Relay Operator or Communications Assistant prior to placing your call. Or you can establish a carrier of choice in your 711 Choice preference. Your call will be billed by the provider you select.

## State to State and International Calls

Using CRS, you can place and receive calls from anywhere in the United States or worldwide, to and from California. For more information about International Relay Calls, contact your relay provider

and request Customer Service. See page 28 of this manual for a complete listing of telephone numbers.

## Emergency Assistance

### IMPORTANT: DO NOT CALL 911 THROUGH CRS.

1. In an emergency, TTY users must dial 911 directly .
2. Tap the space bar several times to identify that it is a TTY call.
3. **Remember, calls made directly and immediately to 911 can save valuable time in emergency situations.**

## TTY Operator Service

CRS provides the following TTY Operator Services:

- Directory Assistance (telephone and address information)
- TTY to TTY Operator-assisted calls (i.e. person to person, collect calls, billing to third party or calling card).

## Billing

There is no additional charge for using CRS. You may be charged the standard rate for Directory Assistance calls or Operator assisted calls.

Long distance, operator assisted, and toll calls will be billed through your carrier of choice upon request.

If you do not select your carrier of choice, your calls will be billed by the relay service provider. You must inform the relay operator of your carrier of choice **before** the calls are made, or set up your 711 Choice preferences. (See page 4.)

All operator services, including directory assistance, are available through CRS:



# Calling Tips

## General Calling Tips

1. Have telephone area code and number(s) ready when you call CRS.
2. Do not add side comments to the Relay Operator or Communications Assistant (RO/CA) during conversation because these comments will be relayed to the other person. This can also cause confusion to the RO/CA and/or the other person.
3. Answering Machines/Voice Mail Systems:
  - a. You may leave messages on answering machines or voice mail systems through CRS.
  - b. When leaving a message, you may want to mention that you have called through CRS, and leave the CRS telephone number or 711 along with your own area code and telephone number.
  - c. If you think you might get an answering machine when you call and don't want the greeting relayed word for word, ask the RO/CA to either summarize the message or ignore it, so you may simply leave your message. You may also give your message to the RO/CA before she/he makes the call.
  - d. What is SLAMR? SLAMR is short for "single line answering machine retrieval." If you are unable to understand a message on your answering machine, you can call CRS and say you want SLAMR. The RO/CA will tell you to put your phone on the answering machine and hit play. The RO/CA then records the message. When the recording is complete, the RO/CA listens to the message and types it to you.

**Customize your greeting.**

**Reduce hang ups. Get through.**

[www.ddtp.org](http://www.ddtp.org)



**California  
Relay  
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*The power to connect us all.*

## Automated Telephone Systems

Many businesses and organizations now use automated systems to answer and route calls to the correct person or department.

**EXAMPLE:** "Press #1 for customer service, #2 for sales department." Or "Please press the extension number you wish to call."

To make calling easier, if you know the option or extension number you wish to reach, you may tell the RO/CA before the call is made.

## Reduce Hang-Ups

Some people who do not know about CRS may mistake relay calls for telemarketing calls, and hang up. To reduce the number of hang-ups, you can customize the message that the RO/CA uses to introduce the call. The RO/CA can then ask if the person has had a relay call before and explain the procedure if necessary.

### EXAMPLE:

"Hello, this is (your name). I'm (deaf, hard of hearing, or speech-disabled) and I'm calling you through the California Relay Service."

For more examples, visit [www.ddtp.org](http://www.ddtp.org).

## Pay Telephones

1. When making a CRS call from a pay phone there is no additional charge for the relay portion of the call. **Note:** The **RO/CA** may ask you for billing options.
2. If your call is outside the local calling area, you will be required to use one of the following billing options:
  - a. Pre-paid calling card
  - b. Telephone calling card (check with your telephone service provider)
  - c. Collect call (bill to the person you are calling)
  - d. Bill to another telephone number (i.e., home or office)

## CRS Telephone Numbers

**All operator services, including directory assistance are available through CRS:**

DIAL 711 (all callers) or

TTY: 1-800-735-2929

English Voice: 1-800-735-2922

Español TTY/Voz: 1-800-855-3000

Speech to Speech: 1-800-854-7784

[www.ddtp.org](http://www.ddtp.org)

### Nordia California Relay Service

TTY: 1-866-734-2888

Voice: 1-866-734-2777

TTY/Voz: 1-866-734-2766

STS\*: 1-866-734-2305

VCO: 1-866-734-2303

HCO: 866-734-2304

International calls from outside the US:

1-514-850-6490,

1-900-263-7283\*\*

#### Customer Service

TTY/Voice: 1-866-734-2833

TTY/Voz: 1-866-734-2844

[www.myrelay.com](http://www.myrelay.com)

### MCI California Relay Service

TTY: 1-866-735-2929

Voice: 1-866-735-2922

STS\*: 1-866-854-7784

VCO: 1-866-735-2929

HCO: 1-866-735-2929

International calls from outside the US:

1-209-863-0162,

1-900-438-9748\*\*

#### Customer Service

TTY: 1-800-735-0193

Voice/Voz/STS: 1-800-735-0373

<http://globalrelay.mci.com/>

### Sprint California Relay Service

TTY: 1-877-735-2929

Voice: 1-888-877-5379

STS\*: 1-888-877-5302

VCO: 1-877-877-8859

HCO: 1-877-735-2929

International calls from outside the US:

1-605-224-1837,

1-900-535-2929\*\*

#### Customer Service

TTY/Voice/STS: 1-800-676-3777

TTY/Voz/STS: 1-800-676-4290

[www.sprint-crs.com](http://www.sprint-crs.com)

\* Speech To Speech relay provides specially-trained Relay Operators or Communications Assistants (RO/CA) to voice for people who have difficulty being understood on the telephone.

\*\***900 Service:** Telephone numbers that begin with 900/976 allow you to access information programs that have been established by independent promoters. These 900 numbers are also referred to as “pay-per-call” services because you pay a certain amount each time you place a call.

Some pay-per-call services also start with 976. Regardless of how you access the pay-per-call service, charges are not regulated. You may be required to pay a flat rate or per minute charge each time you dial the number. Promoters are free to set whatever charge they want for a call. Charges may range from \$.50 per minute to \$99 a call. There may be a minimum charge as well as additional fees based on the length of the call. For instance, the cost may be \$3.95 for the first minute and \$.95 for each additional minute.

# Glossary of Abbreviations and Commonly Used Terms

<b>GA</b>	Go ahead it is your turn to type/speak
<b>SK</b>	Stop Keying (end of conversation)
<b>GA to SK</b>	Completing all messages and getting ready to hang up
<b>Q or QQ</b>	Question mark in lieu of question symbol (?)
<b>SKSK</b>	Hanging Up
<b>TTY</b>	Term for text telephone/teletype
<b>TDD</b>	Telecommunication Device for the Deaf
<b>XXX</b>	Erasing a typing error
<b>VCO</b>	Voice Carry Over
<b>HCO</b>	Hearing Carry Over
<b>STS</b>	Speech To Speech
<b>RO</b>	Relay Operator (term used by MCI)
<b>CA</b>	Communications Assistant (term used by Sprint and Nordia)
<b>Bkgd</b>	Background noise description (i.e., baby crying, dog barking, TV noise)
<b>ASCII</b>	American Standard Code for Information Interchange, a form of computer code

## GA is Important – It Means Go Ahead!

GA stands for “go ahead” or it is your turn to respond. The person on the other end of the line will not reply until you let them know it is their turn by using “GA.” You should not respond to them until you receive “GA” from the other person.

# CRS Administration

CRS and the California Telephone Access Program (CTAP)\* are mandated by California state laws.

Both are administered by the Deaf and Disabled Telecommunications Program (DDTP), a program of the California Public Utilities Commission (CPUC).

If you have problems or concerns related to CRS, please contact your CRS provider’s Customer Service Center. (See telephone numbers on page 28).

If you have filed a complaint with a CRS Customer Service representative but are not satisfied with the results, you may contact the DDTP Consumer Affairs Specialist at 1-800-867-4323 TTY and 1-877-546-7414 voice.

## Funding

CRS is funded by a surcharge on all Californian’s telephone bills. The line item states California Relay Service & Communications Devices Fund.

**\* For information about free specialized telephone equipment and services, call the California Telephone Access Program:**

<b>English: 1-800-806-1191</b>	TTY	1-800-806-4474
	Español	1-800-949-5650
	Hmoob	1-866-880-3394
	國語	1-866-324-8747
	廣東話	1-866-324-8754

## Notes

## Notes





## California Relay Service

*The power to connect us all.*

**DDTP** 505 14th Street, Suite 400, Oakland, CA 94612



A Program of the California  
Public Utilities Commission

**The Choice is Yours!**



Global Relay

<http://globalrelay.mci.com/>

**nordia**  
[www.myrelay.com](http://www.myrelay.com)

**Sprint**  
[www.sprint-crs.com](http://www.sprint-crs.com)